

IRS



Fact Sheet

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Free Tax Help Available

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The IRS offers free assistance by computer and telephone and in person. The IRS can help taxpayers get forms and publications and answer a wide range of tax questions. The IRS can also help find free tax preparation services for those who qualify.

Personal Computer

On the IRS's Web site at irs.gov, taxpayers can access a wealth of free tax information. Taxpayers should check out 1040 Central, a special section of the Web site, which has all the help, updates and information taxpayers need to prepare and file their returns. Taxpayers can readily access necessary forms, instructions or publications; get answers to frequently asked questions (FAQs); and use the EITC Assistant to find out whether they qualify for the earned income tax credit.

Taxpayers may also check their refund status using the Web site's "Where's My Refund?" tool. They will need to enter a Social Security number, filing status (such as single or married filing jointly) and the amount of the refund shown on their 2006 tax return. They will then see a Web page that shows the status of their refund payment as well as instructions to resolve refund-related problems.

Telephone

Taxpayers may also order current and prior year forms, instructions and publications by calling 1-800-TAX-FORM (1-800-829-3676). Taxpayers may ask tax questions by calling the toll-free customer service line at 1-800-829-1040 for individual tax issues or 1-800-829-4933 for business-related tax issues. TTY/TDD users may call 1-800-829-4059 to ask tax questions or to order forms and publications.

TeleTax

Taxpayers may call 1-800-829-4477 to hear pre-recorded messages covering various tax topics or to check on the status of their refund. TeleTax topics, which range from "IRS assistance" to "who must file," are listed on pages 8 and 9 of the Form 1040 instruction booklet, available on irs.gov — just type "1040 instructions" in the search box at the upper right hand corner of the home page.

In-Person Assistance with Returns

Free tax preparation is available through the Volunteer Income Tax Assistance (VITA) and Tax Counseling for the Elderly (TCE) sites in many communities. Check your community's newspaper for site locations or call 1-800-829-1040 for more information. Taxpayers may also call AARP — the largest TCE participant — at 1-888-227-7669 to find the most convenient location.

Taxpayer Assistance Centers

IRS Taxpayer Assistance Centers are a source for personal tax help when taxpayers believe a tax issue cannot be handled on-line or by phone, and they want face-to-face assistance. Complementing 24/7 access to tax forms and information online at IRS.gov and the convenience of toll-free telephone assistance, Taxpayer Assistance Centers are an option when taxpayers want to talk with the IRS in person. IRS representatives in these offices can help with inquiries or adjustments to tax accounts, payment plans for those who owe tax and cannot pay the full amount, questions about IRS letters and notices, and levies on wages or bank accounts.

Although appointments are not necessary, taxpayers may call ahead to leave messages requesting convenient appointments to resolve tax issues, or to hear recorded messages with office hours and addresses. Local phone numbers for Taxpayer Assistance Centers are in telephone directories and are posted on IRS.gov at "Contact My Local Office."

The IRS provides non-English-speaking taxpayers equal access to all Taxpayer Assistance Centers.

Tax Forms and Publications Walk-In Service

Many post offices and libraries offer IRS tax publications, forms and instructions for pick up. Participation of post offices and libraries changes from year to year so taxpayers should check with their local community organization before making the trip. Electronic kiosks containing commonly-used forms (Form 1040 series) and tax information are available in some locations. Type "Contact My Local Office" in the search box on IRS.gov for availability by state. All local IRS offices have tax publications, forms and instructions available to pick up.

Publication 910

For a comprehensive listing of free tax services, taxpayers should get IRS Publication 910, Guide to Free Tax Services, available on IRS.gov.

Braille Tax Material

A variety of Braille materials may be ordered at no charge by calling the IRS at 1-800-TAX-FORM (1-800-829-3676). The Braille print files are in .brf format and can be sent directly to an embosser for high-quality Braille output.

Taxpayer Advocate Service

The Taxpayer Advocate Service (TAS) is an independent organization within the IRS whose employees assist taxpayers who are experiencing economic harm, who are seeking help in resolving tax problems that have not been resolved through normal channels, or who believe that an IRS system or procedure is not working as it should. If you believe you are eligible for TAS assistance, you can reach TAS by calling their toll-free case intake line at 1-877-777-4778 or TTY/TTD 1-800-829-4059.

Low Income Taxpayer Clinics (LITCs)

LITCs are independent organizations that provide low income taxpayers with representation in federal tax controversies with the IRS for free or for a nominal charge. The clinics also provide tax education and outreach for taxpayers with limited English proficiency or who speak English as a second language. Publication 4134, Low Income Taxpayer Clinic List, provides information on clinics in your area. It is available at IRS.gov or your local IRS office.